

## ROUTING AND RECORD SHEET

SUBJECT: (Optional)

Elevator Malfunction, Key Building, 9/2/88

FROM:

Deputy Inspector General for Audit

EXTENSION

NO.

DD/A Registry

88-1970X

DATE

6 September 1988

TO: (Officer designation, room number, and building)

DATE

RECEIVED

FORWARDED

OFFICER'S INITIALS

COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)

1.

IG  
6E18 Hdqs.

07 SEP 1988

09 SEP 1988

WAD

2.

3.

DCI Safety Officer  
7D19 Hdqs

9/12 RAS

4.

AO/DCI

5.

6.

C/DCI/LOG  
7D-19, HDS

7.

8.

9.

10.

11.

12.

12-1

13.

14.

15.

Bill,  
Thought you would enjoy  
reading how difficult  
things are on the "front  
line"

4. Jim,  
I have requested  
that Chief, Safety  
Division investigate  
and prepare a report  
on the attached incident.  
I have sent a CC to  
C/RETCD and D/PL.

LOGS-12-

2 September 1988

MEMORANDUM FOR: Safety Officer, DCI

THROUGH:

[redacted]  
Deputy Inspector General for Audit

FROM:

[redacted]  
Auditor

SUBJECT: Elevator Malfunction, Key Building, 9/2/88

1. I wish to report an incident which occurred today, and ended well, but which was potentially very serious. One of the elevators (the eastern-most) malfunctioned this morning here in Key Building. [redacted] (OIG auditor) and I entered the elevator on the second floor at 11:10 a.m. The Director of Finance, Danny Childs, was already on the elevator.

2. The three of us were intending to disembark on the 12th floor. You can imagine our surprise, then, when the elevator did not stop at the 12th floor. Perhaps you can more readily appreciate our surprise when you recall that there are only 12 floors in the Key Building. We felt something of a bump as we seemingly hit the roof. The elevator then rebounded and paused for a moment like a yoyo at the end of a string. It then began to move downward, and gained considerable momentum as it did so. I assessed our speed at somewhere around Mach II.

When we passed the 1st floor, then B (basement) and B1 and B2 (sub-basements), [redacted] had the presence of mind to pull the Emergency Stop before we reached or exceeded B3. I don't believe that there is a sub-basement beyond B3, and I had assumed a semi-crouching position by that time after considerable thought on how best to take the impact when we went into the foundation.

At the Emergency Stop, the elevator paused momentarily as it had done before descending, and then began a rapid ascent. [redacted] rapidly pushed the buttons for several floors, but the flight course was seemingly preset. We once again passed the 12th floor and bounced off the ceiling. I think that this time the descent achieved Mach III before [redacted] pulled the Emergency Stop at B3. Also, this time we weren't terribly surprised when the elevator resumed flight course through and beyond the twelfth floor. As soon as we felt the bump off the roof, [redacted] pulled the Emergency Stop, and with a sigh of relief, we hung suspended somewhere below the 12th floor.

[redacted] then pressed the Emergency bell several times, and then used the phone to call the Security Guard. Soon after this, we lost all power on the control console - including the phone.

The Director of Finance had to endure being locked in an elevator with two OIG auditors for an hour and a half (until approximately 12:40pm). He took the confinement graciously, and insisted on repeating the experience at another time and under different circumstances once help arrived. When the elevator doors finally opened, the repairman's mouth fell open as he exclaimed "My God, I didn't know there were people in here!"

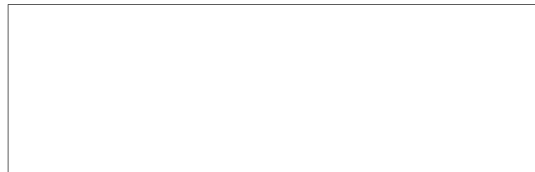
3. The DCI Security Office was notified by [redacted] of ISAD immediately after the incident. I took the opportunity of interviewing the Security Guards to verify if and when the incident had been reported. The guard on duty, [redacted] had called Otis Elevator immediately upon receiving our distress call. The Otis people arrived at Key Building on routine maintenance at 12:10 pm, and [redacted] notified them that people were stuck on an elevator. (They had not been notified by Otis of an emergency.) They were unable to locate the elevator on the control panel. When asked why the phone had gone dead, I was shown naked wires clumsily fitted to the phone and partially held in place with scotch tape. The guards indicated that the elevator phones frequently were out of service because of the wiring. [redacted] also reported that the same incident had occurred in the same elevator on the previous day.

4. At approximately 3:00 pm, I was notified that a gentleman from GSA wanted to interview me. David Stewart, Lease Inspector, for GSA had been notified by the DCI's office and reported to Key Building to make a report of the incident. I related the entire incident, showed him the faulty phone wires and then introduced him to the Otis Elevator contractor. The contractor (I neglected to get his name) was still shaken, and simply looked at me and said several times, "My God, you people could have been crushed or killed!" (I'm not sure whether being crushed is preferable to being killed.)

5. I asked Mr. Stewart if the lease file for Key Building contained any records of elevator problems. He said that there were none! I asked the man from Otis elevator if there were a procedure for filing reports with GSA when elevator maintenance was required. He replied that only routine maintenance had to

be reported! I then strongly suggested to Mr. Stewart that he request a listing of service calls to Key Building, and analyze the number of serious incidents before someone was killed or injured. I also suggested that this be made a standard procedure, as the frequency of problems would probably indicate that the elevators need to be replaced.

6. Attached are copies of Mr. Stewart's report on the incident and notice of his follow-up action.



STAT

cc: Danny Childs, Director Office of Finance  
Audit Staff



STAT

Attachments as indicated.

STAT

STAT

ROUTING SLIP												
TO	CO	RW	R1	R2	R3	R4	R5	R6	R7	R8	R9	R10
NAME/TITLE								CORRES. SYMBOL	RECEIVED			
									INITIAL	DATE		
1.	[Redacted]							CIA				
2.	KEY BLDG. [Redacted]											
3.												
4.												
5.												
Necessary Action		Recommendation		As Requested								
For Signature		Comment		See Me								
Concurrence		Initial and Return		X Your Information								
Approval		Per Conversation		Other (Specify below)								
REPLY OR INTERIM REPLY		DUE ►		FOR SIGNATURE OF								
REMARKS												

I HAVE REQUESTED THAT THE  
ELEVATORS BE COMPLETELY  
INSPECTED BY G.S.A.  
ELEVATOR INSPECTORS WEDNESDAY  
(472-1296) MORNING AT 8:00AM.

DAVID STEWART 1400 WILSON BLVD SUITE 126

FROM	CO	RW	R1	R2	R3	R4	R5	R6	R7	R8	R9	R10
NAME/TITLE					CORRES. SYMBOL				BUILDING, ROOM NO.			
DAVID STEWART					WPBWF							
LEASE INSPECTOR					TELEPHONE NO.				DATE			
					694-4394				9-6-88			

GENERAL SERVICES ADMINISTRATION

GSA FORM 14 (REV. 9-80)

9B31 INDEX SYSTEM

## EMERGENCY REPORT

Transmittal Memo 500-62

BUILDING NAME <b>KEY</b>	BLDG. NO. <b>1A128827</b>	FIELD OFFICE <b>FAIRFAX</b>	DATE <b>9-2-88</b>
<input type="checkbox"/> GOVERNMENT OWNED	<input checked="" type="checkbox"/> LEASED	POP. AFFECTED	OUTAGE TIME <b>1 1/2 HR.</b>
OUTAGE COST	OVERTIME PAID	OUTAGE DATE <b>9-2-88</b>	
SERVICE IS EXPECTED TO BE RESTORED BY <b>9-2-88 AT 12:40 P.M.</b>		NATURE OF TROUBLE	
		<input type="checkbox"/> HVAC <input type="checkbox"/> ELECTRIC <input type="checkbox"/> WATER <input checked="" type="checkbox"/> OTHER <input type="checkbox"/> GAS <input type="checkbox"/> FLOOD <input type="checkbox"/> FIRE SYSTEMS	

NATURE OF OUTAGE (Explanation)

AND 2 OTHER CIA EMPLOYEES ENTERED THE #1 ELEVATOR ON THE 2ND.FL. AT 11:10. THEY WERE GOING TO THE 12TH. FLOOR. THE ELEVATOR PROCEEDED PASSED THE 12TH.FL. HIT THE TOP OF THE ELEVATOR SHAFT AND THEN DROPPED INTO THE SUB BASMT. AREA WHERE IT WAS STOPPED BY THE EMERGENCY STOP BUTTON. THE EMERGENCY STOP BUTTON FAILED TO ACTIVATE AN ALARM. THE ELEVATOR PHONE TO THE GUARD DESK WAS NOT WORKING. THE ELEVATOR THEN PROCEEDED BACK PAST THE 12TH. FLOOR AND FELL A 2ND. AND A 3RD. TIME THE DESCENT OF THE ELEVATOR WAS STOPPED ALL 3 TIMES WITH THE ELEVATOR STOP BUTTON.

## CORRECTIVE ACTION INITIATED

THE ELEVATOR FINALLY LOSSED POWER AND THE EMPLOYEES WERE TRAPPED ON THE ELEVATOR FOR A TOTAL OF 1 1/2 HRS. THEY WERE ALSO IN THE DARK. OTIS ELEVATOR ARRIVED AT THE BUILDING AT 12:10 ON A ROUTINE SERVICE BASIS. THE EMPLOYEES WERE REMOVED FROM THE ELEVATOR AT 12:40. C.I.A. CONTACTED THE LESSOR AND NOTIFIED THEM ABOUT THE ELEVATOR. OTIS ELEVATOR NEVER RECEIVED AN EMERGENCY CALL.

AGENCY(S) OCCUPYING BUILDING	OCCUPANT AGENCIES NOTIFIED	WILL EXCUSE
<b>C.I.A.</b>		
<b>C.I.A.</b>		

**GSA ELEVATOR SHOP ERIC JACKSON 472-1290 ELEV. INSPECTOR**  
 A COPY OF THIS REPORT IS REQUIRED BY MAINTENANCE MANAGEMENT BRANCH (WPOM) FOR ANY BUILDING REPORTING AN EMERGENCY.  
 A COPY IS REQUIRED BY SPACE MANAGEMENT DIVISION (WPR) FOR LEASED BUILDINGS. AN OFFICIAL FILE COPY OF THIS REPORT IS REQUIRED BY SUPPORT MANAGEMENT BRANCH (WPAS).

<input checked="" type="checkbox"/> MAINTENANCE MANAGEMENT BRANCH - WPOM	<input checked="" type="checkbox"/> MANAGEMENT SUPPORT BRANCH - WPAS	<input checked="" type="checkbox"/> AREA MANAGERS	<input checked="" type="checkbox"/> BUILDING MANAGER
<input checked="" type="checkbox"/> SPACE MANAGEMENT DIVISION - WPR	<input checked="" type="checkbox"/> ASSISTANT REGIONAL ADMINISTRATOR - W	<input checked="" type="checkbox"/> APPLICABLE SHOP	<input checked="" type="checkbox"/> ACCIDENT AND FIRE PREVENTION BRANCH - WPOA
SIGNATURE <b>David M. Stewart</b>	TITLE <b>LEASE INSPECTOR</b>	CORR. SYMBOL <b>WPBWF</b>	DATE <b>9-6-88</b>

GENERAL SERVICES ADMINISTRATION

NCR-1313(8-80) 531-3

REQUEST THAT ELEVATORS BE INSPECTED BY GSA

Report of Elevator MALFUNCTIONField Office FAIRFAXBldg. Name KEYBldg. No. VA 1288#Elevator Car No. 1Date of MALFUNCTION 9-2-88

- A. Elevator Type:  
 electric ☒ hydraulic ☐ ; passenger ☒ freight ☐
- B. Maintenance Responsibility:  
 Force Acct. ☐ Contract ☒ , (Contractor Name OTIS)

C. Date of Last Safety Inspection \_\_\_\_\_

## D. MALFUNCTION:

1. Personal Injury (Attach GSA Form 3090) ☐
2. Disruption of Service (2 or More Hours) 1 1/2
3. Passenger Entrapment ☐
4. Other (Describe in E Below) ☐

E. Discription of MALFUNCTION: 3 PEOPLE TRAPPED ON ELEVATOR 1 1/2 HR.  
ELEVATOR EMERGENCY ALARM AND PHONE NOT WORKING  
EMERGENCY STOP BUTTON NOT WORKING  
ELEVATOR DROPPED FROM 12 FL. TO BASEMENT AREA 3 TIMES

F. Number of Hours/Days Elevator Out of Service 1 1/2 HR.G. Number of Passengers Trapped in Elevator 3Number of Minutes/Hours Passengers Trapped 90 IN DARK

H. Corrective Action Taken (Include Date Elevator Will Be Or Was Placed Back In Service): \_\_\_\_\_

✓ REQUEST ELEVATOR BE INSPECTED BY GSA ELEVATOR  
SHOP - OTIS SERVICED AND PLACED ELEVATOR BACK IN  
SERVICE 9-2-88

Report Prepared By: DAVID W STEWART Date 9-6-88  
 (Name and Office)

FAIRFAX FIELD OFFICE